2022 City University

→ **Training Catalog**

CITY OF
WICHITA

Table of Contents

General Information

Betty Schrader, MBA
Manager, Learning and Development
Human Resources
bschrader@wichita.gov
316-268-4535

Welcome to City University!

The purpose of this catalog is to promote Professional Development Training which is available to all City of Wichita employees -- managed by the Human Resources organization located at City Hall (316-268-4531).

New for 2022

New topics, videos, recorded events and links are now available within the City Training website.   Current and new training offerings spans the spectrum of:

Adaptive Leadership
Customer Service
Leadership Development
Safety Training
Computer Skills
Command Spanish
Public Administration
Supervisor Toolkit
Professional Skills
Process Improvement
Retirement/Financial Planning
+ 125 Online Professional Courses!

Visit the Training Site within the City of Wichita -- Office 365 Portal for updates throughout the year.   There you will find the most current City University Announcements, Training Resources, Training Calendar and the City's learning Management System called SkillPort.

Contact Betty Schrader, Manager of Learning & Development - HR with any questions at 316-268-4535 or bschrader@wichita.gov

Skillport

SkillPort is the City of Wichita's Learning Management System (LMS) -- which is a repository for all City of Wichita training activities and records. This is the entry point to register for both instructor-led and online courses.

To access SkillPort, go to the Office 365 Portal.
- Click on the "Training" tile.
- Click on the "SkillPort" tile.
- Enter your Username and Password for system access.
- **From any other computer, go to your internet browser and type:**
  - **www.wichitatraining.skillport.com**

SkillPort Direct End User Support is available 24/7 – 365 days a year at:

- **1-866-754-5435**
- www.livehelp.skillsoft.com
- www.support.skillsoft.com/faq

Contact Betty Schrader, Manager of Learning & Development with any questions at 316-268-4535 or bschrader@wichita.gov

Locations

City Hall - Human Resources Training Room: City Hall, 455 N. Main Street, 10th Floor

City Hall - Information Technology Training Room: City Hall, 455 N. Main Street, 9th Floor

Parking

CITY HALL: If you normally report to work at a location outside the City Hall Building and are attending training at City Hall, please park on the surface parking lot south of the parking garage. Bring your parking ticket to class for validation.

Training Transcripts

For training transcript information prior to 2014, go to the City of Wichita Training website within the City of Wichita portal. Click on the City University tile. Here you will find a link to request training history prior to 2014. For training records from 2014 to present, all transcripts will be under your SkillPort "Quick Links" and "Learning Transcript."

Certificate Programs

The City of Wichita offers several Certificate of Completion programs in the areas of Customer Service, Leadership, Pubic Administration, Process Improvement and Change Management. All City of Wichita employees are eligible to participate and expand their learning within all of these strategic and culturally-relevant areas.

Raving Fans Basic Certificate

As of 2018, the **Raving Fans BASIC Certificate** is <u>required</u> for all City of Wichita employees. For convenience, the training is available in a recorded version accessible on Skillport Quick Links.

The certificate is designed to explore the key foundations of customer service. Employees learn terminology that is used throughout the organization and customer service industry. The entire Raving Fans concept focuses on building trust and exceeding customer expectations. The five courses are:

1. True Colors: Keys to Personal Success (4.0 hours)
2. The Service Mentality (2.5 hours)
3. Essential Elements of Internal Customer Service (2.5 hours)
4. WAYMISH! (3.0 hours)
5. Give Em a Pickle! (2.5 hours)

Raving Fans Advanced Certificate

The **Raving Fans ADVANCED Certificate** is an <u>expanded</u> opportunity for employees to participate in nine select courses that are designed to increase knowledge and gain deeper insight into customer service. This certificate consists of the five basic Raving Fans titles plus an additional four courses. The complete nine-course series includes:

1. True Colors: Keys to Personal Success (4.0 hours)
2. The Service Mentality (2.5 hours)
3. Essential Elements of Internal Customer Service (2.5 hours)
4. WAYMISH (3.0 hours)
5. Impression Management (3.5 hours)
6. Give Em a Pickle! (2.5 hours)
7. Right Words at the Right Time (2.5 hours)
8. Caring for the Customer (2.5 hours)
9. Creating Raving Fans (2.5 hours)

Raving Fans Change Management Certificate

Working in Public Service is centered upon understanding and tending to the needs of others. Employees are continually experiencing change in job requirements, customer needs, organizational demands and much more. This certificate program explores dealing with change by analyzing attitude, communication, paradigms, motivation and exercising empowerment.

1. Seven Keys to a Positive Mental Attitude (2.5 hours)
2. Positively Embracing Change (Ft. Who Moved My Cheese?) (3.0 hours)
3. Business of Paradigms (2.0 hours)
4. Abilene Paradox (2.0 hours)
5. FISH! (2.5 hours)
6. Empowering For Results (4.0 hours)

Lean Basics Certificate (Online Video-Based Program)

The area of lean addresses the importance of making value-add contributions within the organization to improve processes. The GEMBA Academy is a leading lean training organization that offers online video-based modules designed in "chunks" of time to view in a convenient manner. Learn the foundation of lean and begin identifying and executing improvements in your work area.

1. Introductory Lean (1 hour)
2. GEMBA Glossary (0.5 hours)
3. Lean Lingo Explained (1 hour)
4. 5S Workplace Productivity (1.5 hours)
5. Culture of Kaizen (2 hours)
6. Seven Quality Control Tools (2.5 hours)
7. Practical Problem Solving (2.5 hours)
8. Dealing With 7 Deadly Wastes (1.5 hours)

> **Website: www.gembaacademy.com**
> **Username: cityofwichita**
> **Password: lean**

Updated Program
Public Administration Fundamentals

This six-part (13 hours) Certificate of Completion series consists of courses focused on understanding Public Administration instructed by Wichita State University professors. Increase your knowledge of Public Administration and learn about politics, ethics, community engagement, and government issues.

1. What is Public Administration? (3.0 hours)
2. Ethics: What Municipal Employees Need to Know (2 hours)
3. Working with the Reality of Politics (2 hours)
4. Government and the Local Economy (2 hours)
5. Community Engagement (2 hours)
6. Collaborative Networks (2 hours)

Leadership Development Certificate Series

Courses are instructor-led at four hours in length. Some courses are recorded and available online. Check Skillport for additional session dates.
Instructor: Betty Schrader, MBA – Manager, Learning and Development

Leadership Essentials Certificate

- ☐ Profiles in Genuine Leadership
- ☐ Building Trust Under Pressure
- ☐ Hallmarks of Supervisory Success
- ☐ Addressing Emotions at Work
- ☐ Managing Your Priorities
- ☐ Generations in the Workplace
- ☐ Delegating for Shared Success
- ☐ Love 'Em or Lose 'Em

Leadership Communications Certificate

- ☐ True Colors: Keys to Personal Success
- ☐ Listening in a Hectic World
- ☐ Speaking to Influence Others
- ☐ True Colors: True Communication

Leadership Needs-Based Coaching Certificate

- ☐ Shaping a Motivational Workplace
- ☐ Giving Needs-Based Feedback
- ☐ Realizing Talent in Others
- ☐ Offering Rewards and Recognition

Leadership Accelerating Team Productivity Certificate

- ☐ Building Team Pride and Purpose
- ☐ Developing Team Agility
- ☐ Negotiating Resources for Your Team
- ☐ Resolving Conflict Within Your Team

Leadership Performance Management Certificate

- ☐ Planning for the Performance Discussions
- ☐ Clarifying Performance Expectations
- ☐ Correcting Performance Problems
- ☐ Conducting Performance Reviews

Leadership Strategy Certificate

- ☐ Influencing Outcomes Through Others
- ☐ Guiding Collaborative Discussions
- ☐ Adapting to Constant Change
- ☐ Dilemma Management
- ☐ Connecting People to Strategy
- ☐ Building Commitment to Results

Computer Skills

For 2022 - Computer Skills training will be offered online via an external link.

Go To Skillport "Quick Links" > "Computer Skills"

Microsoft Access For Windows

Course Description

This is an online course designed to help enhance an employee's understanding and usage of Microsoft Access. This online course consists of 11 micro-learning units:

Unit 1: Quick Start
Unit 2: Intro to Access
Unit 3: Create an Access Database
Unit 4: Add Tables
Unit 5: Use Relationships
Unit 6: Add and Edit Data
Unit 7: Manage Data with Queries
Unit 8: Create Forms
Unit 9: Create Reports
Unit 10: Create Charts
Unit 11: Protect Databases

Location   (Online)

Access for Windows - https://support.microsoft.com/en-us/office/access-video-training-a5ffb1ef-4cc4-4d79-a862-e2dda6ef38e6

Microsoft Excel For Windows

<u>Course Description</u>

This online course is designed to help enhance an employee's understanding and usage of Microsoft Excel. The online course consists of 15 micro-learning units:

Unit 1:   Quick Start
Unit 2:   Intro to Excel
Unit 3:   Rows & Columns
Unit 4:   Cells
Unit 5:   Formatting
Unit 6:   Formulas and Functions
Unit 7:   Tables
Unit 8:   Charts
Unit 9:   PivotTables
Unit 10: Share and Co-Author
Unit 11: Linked Data Types
Unit 12: Take a Tour
Unit 13: Formula Tutorial
Unit 14: Make Your First PivotTable
Unit 15: Get More Out of PivotTables

<u>Location</u>   (Online)

Excel for Windows - https://support.microsoft.com/en-us/office/excel-video-training-9bc05390-e94c-46af-a5b3-d7c22f6990bb?redirectsourcepath=%252ffr-fr%252farticle%252fformation-excel-2016-11af2a19-c46d-4b53-916d-f1597ba2b2ae&ui=en-us&rs=en-us&ad=us

Microsoft Office 365 Basics

Course Description

This is an online course designed to help enhance an employee's understanding and usage of Microsoft Office 365 Basics. This online course consists of 8 micro-learning units:

Unit 1: Quick Start
Unit 2: Get Started
Unit 3: Create and Save
Unit 4: Share and Collaborate
Unit 5: Work with Microsoft Teams
Unit 6: Get the Most Out of Windows
Unit 7: Work From Anywhere
Unit 8: Cool Microsoft 365 Features

Location   (Online)

Microsoft Office 365 Basics - https://support.microsoft.com/en-us/office/microsoft-365-basics-video-training-396b8d9e-e118-42d0-8a0d-87d1f2f055fb

Microsoft Outlook For Windows

Course Description

This is an online course designed to help enhance an employee's understanding and usage of Microsoft Outlook. This online course consists of 7 micro-learning units:

Unit 1: Quick Start
Unit 2: Set Up and Customize
Unit 3: Create and Send Email
Unit 4: Manage Email
Unit 5: Organize Your Inbox
Unit 6: Contacts and Tasks
Unit 7: Calendar

Location   (Online)

Outlook for Windows - https://support.microsoft.com/en-us/office/outlook-training-8a5b816d-9052-4190-a5eb-494512343cca

Microsoft PowerPoint For Windows

Course Description

This is an online course designed to help enhance an employee's understanding and usage of Microsoft PowerPoint. The online course consists of 11 micro-learning units:

Unit 1:   Quick Start
Unit 2:   Intro to PowerPoint
Unit 3:   Slides and Layouts
Unit 4:   Text and Tables
Unit 5:   Pictures and Graphics
Unit 6:   Present Slideshows
Unit 7:   Animation, Video and Audio
Unit 8:   Share and Co-Author
Unit 9:   Take a Tour
Unit 10: Use 3-D Models
Unit 11: Import Your 3-D Models

Location   (Online)

PowerPoint for Windows- https://support.microsoft.com/en-us/office/powerpoint-for-windows-training-40e8c930-cb0b-40d8-82c4-bd53d3398787

Microsoft Word For Windows

Course Description

This is an online course designed to help enhance an employee's understanding and usage of Microsoft Word. This online course consists of 12 micro-learning units:

Unit 1: Quick Start
Unit 2: Welcome to Word
Unit 3: Write and Edit
Unit 4: Format Text
Unit 5: Lay Out Pages
Unit 6: Insert Tables, Pictures and Watermarks
Unit 7: Save and Print
Unit 8: Share and Co-Author
Unit 9: Use Word for School
Unit 10: Improve Accessibility and Ease of Use
Unit 11: Take a Tour
Unit 12: Work with 3-D Models

Location   (Online)

Word for Windows - https://support.microsoft.com/en-us/office/word-for-windows-training-7bcd85e6-2c3d-4c3c-a2a5-5ed8847eae73

Customer Service

Raving Fans

Raving Fans is the name of a book by author Kenneth Blanchard. This book is inspiring and explains how to create trust with your customer one transaction at a time. The Raving Fans concept consists of the three D's: Decide, Discover and Deliver + 1. The vision of our City Leaders is for all employees to be mindful about create Raving Fans every day. The Raving Fans methodology is being adopted by the City of Wichita as a process to deliver exceptional customer service both internally and externally.

Raving Fans BASIC Certificate

There are five courses that all employees are **required** to participate in to receive the **Raving Fans BASIC Certificate of Completion.** Employees enroll in available sessions within the SkillPort system and only take the courses once. The five courses are:
1. True Colors: Keys to Personal Success
2. Service Mentality
3. Essential Elements of Internal Customer Service
4. WAYMISH
5. Give 'Em a Pickle!

Raving Fans ADVANCED Certificate

The Raving Fans Certificate is an **optional** opportunity for employees to take nine select courses and receive a **Raving Fans ADVANCED Certificate of Completion**. The nine courses are:
1. True Colors: Keys to Personal Success
2. Service Mentality
3. Essentials of Internal Customer Service
4. Impression Management
5. Give 'Em a Pickle
6. WAYMISH
7. Right Words at the Right Time
8. Caring for the Customer
9. Creating Raving Fans

Raving Fans Change Management Certificate

Working in Public Service is centered upon understanding and tending to the needs of others. Employees are continually experiencing change in requirements, customer needs, organizational demands and much more. This certificate program explores dealing with change by analyzing our attitude, communication, paradigms, motivation and empowerment.
1. Seven Keys to a Positive Mental Attitude
2. Positively Embracing Change (Ft. Who Moved My Cheese?)
3. Business of Paradigms
4. Abilene Paradox
5. FISH!
6. Empowering For Results (this course is required for all City employees)

Additional Raving Fans Training By Request

1. Listening Skills

2. From Curt to Courteous – 7 Points of Communication

3. Questioning Techniques

4. Five Forbidden Phrases

5. Six Cardinal Rules of Customer Service

6. Proactive Customer Service

7. Essential Telephone Skills

8. Six Steps to Service Recovery Skills

9. Business Friendly Customer Service

10. Influencing the Interaction

11. How to Handle the Irate Customer

12. Killer Words of Customer Service

13. That's Just Rude

14. Maintaining Customer Relationships

Note:
Contact Betty Schrader @ 268-4535 to schedule any of the above courses – approximately 1-2 hours each or email bschrader@wichita.gov

True Colors: Keys to Personal Success
Duration: 4.0 Hours

Course Description

This interactive seminar is designed to support a professional's need for self-awareness. Through the use of a personality assessment, participants learn about their dominant traits and how to interact effectively with those of other personality types.

Certificate Series

Raving Fans BASIC and ADVANCED Certificates

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources
Certified True Colors Facilitator

Location

City Hall – 10th Floor Training Room

This training is available as an online assessment by request in lieu of the course. Contact bschrader@wichita.gov for more information.

Service Mentality
Duration: 2.5 Hours

Course Description

To be successful at customer service, professionals need to have a mindset for understanding how to serve customers. This course explores seven keys to creating a service mentality and its importance in today's City of Wichita environment.

Certificate Series

Raving Fans BASIC and ADVANCED Certificates

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor HR Training Room

Online, recorded version available in Skillport.

Essential Elements of Internal Customer Service
Duration: 2.5 Hours

Course Description

Building trust happens one transaction at a time. To create an outstanding experience for our external customers, we must begin inside the organization – within the "hidden dimension". The customer most often neglected is the one in the next desk, next office or on another floor – your co-workers, your internal customers. The goal of this course is to identify your customers and explore what you can do to create an environment of excellent internal customer service.

Certificate Series

Raving Fans BASIC and ADVANCED Certificates

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor HR Training Room

Online, recorded version available in Skillport.

WAYMISH!
Duration: 3.0 Hours

Course Description

WAYMISH is an acronym for: ***Why Are You Making It So Hard …. for me to give you my money!*** This course depicts the reality of the slights and displays of apathy made by employees and the organization that lead customers to believe that they are not valued. This program addresses how to positively impact customer satisfaction and create loyal customers.

Certificate Series

Raving Fans BASIC and ADVANCED Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Give 'Em A Pickle!

Duration: 2.5 Hours

Course Description

The key to demonstrating customer service excellence is to be consistent, collaborate with team members, show a positive attitude and excel at providing service. This course highlights the four areas that can make a difference in turning a dissatisfied customer into a raving fan.

Certificate Series

Raving Fans BASIC and ADVANCED Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Impression Management
Duration: 3.5 Hours

Course Description

An individual's professional presence and understanding of business etiquette is vital for long-term success.   Both internal and external customers expect consistent service within departments. This course is designed to bring awareness to employees about first impressions and business standards which result in the ultimate reputation of the City of Wichita and trust with the community.

Certificate Series

Raving Fans ADVANCED Certificate

Facilitator

Betty Schrader – Manager, Learning & Development – Human Resource

Location

City Hall – 10th Floor HR Training Room

Online, recorded version available in Skillport.

Right Words At The Right Time
Duration: 2.5 Hours

Course Description

Handling challenging customer situations is vital for customer satisfaction. Demonstrating customer service excellence involves professionals being mindful about how to proactively listen, show empathy, explore customer needs and offer appropriate options.

Certificate Series

Raving Fans ADVANCED Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Caring For the Customer
Duration: 2.5 Hours

Course Description

Customers tend to remember how we treat them and how we make them feel. Taking care of the customer impacts the City of Wichita's overall reputation. This course identifies practical factors that demonstrate how to truly care for the customer. The ultimate goal is for our customers to feel appreciated and to trust in our commitment to deliver excellent service.
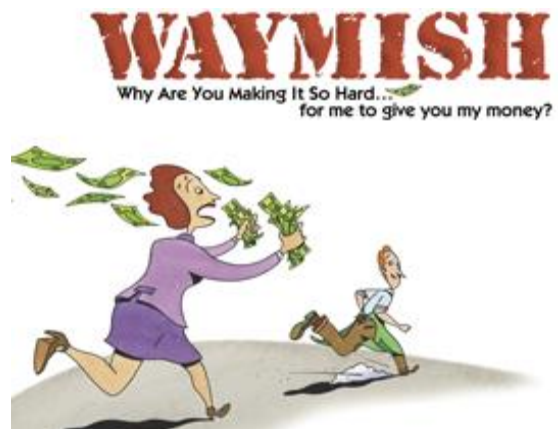
Certificate Series

Raving Fans ADVANCED Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Creating Raving Fans!
Duration: 2.5 Hours

Course Description

This course is the capstone of the Customer Service ADVANCED certificate series. The training highlights the importance of going the extra mile in serving customers. Tangible examples of ways to create a raving fan are discussed focusing on the employee's organization. This course features the DVD "*What's Your Pickle?"*

Certificate Series

Raving Fans ADVANCED Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Seven Keys to a Positive Mental Attitude
Duration: 2.0 Hours

Course Description

Ever wonder what makes some people seem so positive and others seem so negative? The goal of this course is to identify the keys that unlock the mystery of how to have a positive mental attitude.

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Positively Embracing Change
(Ft. Who Moved My Cheese?)

Duration: 3.0 Hours

Course Description

This energetic and fun-filled class takes a humorous look at change and how to manage it both personally and professionally. This course features the celebrated business book titled, *"Who Moved My Cheese?"*

Participants will examine the change process and identify different ways that people deal with change. This seminar includes short DVD segments focused on change and introducing characters who deal with change in a variety of ways.

Note: If an employee participated in the course, *"Who Moved My Cheese?"* in 2016 -- facilitated by Betty Schrader, then this would be the same course and there is no need to retake the training.

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator
Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Business Of Paradigms

Duration: 2.0 Hours

Course Description

Paradigms can help us navigate our day-to-day lives and make sense of the data and information that can overload us on a daily basis. Conversely, paradigms inhibit our ability to innovate and create if we don't look at the larger picture and ask questions. This course explores how thinking differently is necessary for us to identify new ideas and opportunities.

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Abilene Paradox
Duration: 2.0 Hours

Course Description

Has fear lead you to say "yes" to a proposed group endeavor when "no" was your true response? People will often "go along to get along" if they have any doubt at all about what will happen if they present opposition. It's a common dilemma and the reason many organizational efforts fail. This course explores the area of communication and how individuals who support plans they really don't believe in – eventually lead groups to meaningless, costly outcomes.

The Abilene Paradox delivers an entertaining parable from management expert *Dr. Jerry B. Harvey*. This story of a family trip to Abilene offers a timeless lesson on group decision-making that all organizations can benefit from. Leaders must create a workplace where people are free to disagree and are encouraged to voice their true opinions. So the lesson is: *Make sure you've received everyone's honest input on the action you're about to take.*

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator
Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

FISH!
Duration: 2.5 Hours

Course Description

When you stop by the *World Famous Pike Place Fish Market* in Seattle, you'll see people who are enthusiastic about their work, committed to serving others, and having fun while doing it. *FiSH!* is the most popular training program in the world and shows organizations and their employees how to capture that same energy and passion.

FiSH! brings people together to accomplish any organizational goal by ingraining *four simple skills* anyone can use to achieve success:

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator
Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Empowering For Results
Duration: 4.0 Hours

Course Description

This course is an extension of the Change Management endeavors being conducted within the City of Wichita enterprise. The purpose of this __required__ course is to provide **insight** into the concepts of organizational **culture**, workplace **empowerment** and values-based inclusive **decision making** as it relates to the City of Wichita.

This course has two versions: one for management and another for individual contributors. Both instructor-led and online versions are available.

Certificate Series

Raving Fans CHANGE MANAGEMENT Certificate

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Online, recorded version available in Skillport.

Safety

Required Safety Courses:

1. Safety Orientation
2. Hazard Communications
3. Defensive Driving (only if employee drives a City vehicle)

Adult Standard First Aid / CPR Recertification
Duration: 7.0 Hours

Course Description

This course helps individuals overcome reluctance to act in emergency situations and to recognize and care for victims. The primary focus will be on adult victims, including adult CPR/AED. The American Red Cross will certify employees upon successfully completing the course.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

Defensive Driving
Duration: 7.5 Hours

Course Description

The course is open to all City of Wichita employees who seek to learn about defensive driving safety techniques. Employees who drive City-owned vehicles must retake this course every three years.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

NOTE

This is a REQUIRED course for City of Wichita employees who drive City of Wichita vehicles.

Hazard Communication Standard
Duration: 2.0 Hours

Course Description

OSHA has modified the Hazard Communication Standard (HCS) to adopt the Global Harmonizing Standard (GHS) to improve safety and health for workers through more effective communications on chemical hazards. Adoption of the GHS in the US and around the world will also help to improve information received from other countries—since the US is both a major importer and exporter of chemicals, American workers often see labels and safety data sheets from other countries. This course is required for all City of Wichita employees.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

NOTE: This is a REQUIRED course for all City of Wichita employees.

OSHA - Construction

Duration: 12.0 Hours

Course Description

The OSHA 10 Hour Outreach Training Programs were developed by the OSHA Training Institute with the intent to assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating and reporting hazards associated with their work. The 10-hour program is intended to provide a variety of training on Construction safety and health to entry level workers.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

OSHA – General Industry

Duration: 12.0 Hours

Course Description

The OSHA 10 Hour Outreach Training Programs were developed by the OSHA Training Institute with the intent to assist employers in training and introducing employees to the basic practices of identifying, reducing, eliminating and reporting hazards associated with their work. The 10-hour program is intended to provide a variety of training on General Industry safety and health to entry level workers. This course is an ideal orientation to those who are new to the industry and as a reminder those who have been working in the industry to the hazards associated with their work.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

Safety Orientation
Duration: 3.0 Hours

Course Description

Class emphasis is on City of Wichita Safety policies and procedures that reflect State and OSHA Regulations. This course is an overview of the City of Wichita's Safety Program. This course is required for all City of Wichita employees.

Facilitator

Linda Summervill, Safety Coordinator – Human Resources

Location

City Hall – 10th Floor Training Room

NOTE: This is a REQUIRED course for all City of Wichita employees.

Professional Skills

Adaptive Leadership
Duration: 4.0 Hours

Course Description

The topic of Adaptive Leadership is an advanced leadership area which addresses the reality that there may not be a specific process to follow in order to remedy an issue. Adaptive Leadership focuses on principles and competencies designed by the Kansas Leadership Center to bring about cooperation and collaboration when dealing with challenging issues.

An "Introduction to Adaptive Leadership" instructor-led course will be available for City of Wichita employees. This training will be announced at a later date.

Adaptive Leadership resources are now available on the City of Wichita portal under **Training / Training Resources / Leadership Development**.

Facilitator

Betty Schrader, MBA – Manager, Learning & Development

Location

City Hall – 10th Floor Training Room

Boundaries
Duration: 1.0 Hour

Course Description

When working with Citizens and coworkers, how close is too close? Types of boundaries will be discussed, along with appropriate rules and how to maintain them. When will boundaries be tested and strained? How should we deal with clients who have poor boundaries? These questions, and more, will be explored during this training on a topic so critical to long-term professional success.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom
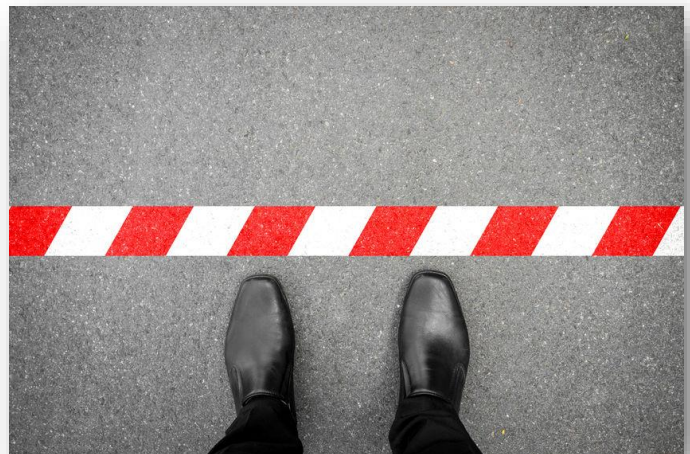
Building Bridges
Duration: 10.0 Hours (Five-Part Series @ 2 Hours Per Session)

Course Description

Building Bridges is a team-instructed course that addresses the reality of racial issues in the workplace and in society.

Facilitators

Donte Martin, Assistant City Manager
Susan Leiker, Sr. HR Specialist

Location

City Hall – 10th Floor Training Room

Command Spanish

Command Spanish, Inc.® is the country's leading provider of occupational Spanish language materials and programs for the workplace. Its programs and materials are the result of years of research and development by language, curriculum, and translation specialists. The company's objective is to provide high quality learner-friendly language programs that require NO PRIOR KNOWLEDGE OF SPANISH. Command Spanish® materials eliminate the tedious grammar instruction found in most other language programs.

The City of Wichita is now an official licensed provider for a number of Command Spanish programs. Ebooks and audio files are accessible for download at the Training Resources tile within the City Training Website.

Link:

https://cowo365.sharepoint.com/sites/FS/Training/Pages/CommandSpanish.aspx

Topics include:

- Community
- Construction
- Custodial
- Data
- EMT
- Firefighter
- First Responders
- Human Resources
- Industry
- Jail
- Law Enforcement
- Library
- Office
- Safety Supervisors
- Wildlife
- Workplace

Conflict Resolution

Duration: 1.0 Hour

Course Description

Conflict is a normal and healthy part of all close relationships. It is simply a given that, at times, people will have differing viewpoints, expectations, or preferences, and won't agree. Since conflict at work and home is inevitable, practicing healthy conflict resolution skills is crucial. When conflict is mismanaged it can damage relationships. But when conflict is handled in a healthy and respectful manner it will strengthen bonds between people and teams. This training will teach you to handle conflict in a healthy manner to keep your personal and professional relationships strong.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

DOT Drug and Alcohol Awareness for Supervisors
Duration: 2.0 Hours

Course Description

This course is designed to cover use, abuse, and addiction of the various substances that are tested for in the drug-free workplace program. Topics discussed include signs and symptoms of drug abuse and the types of drug testing required under the Department of Transportation regulation. Supervisors can feel confident that they have the tools needed to provide a drug-free workplace.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Effective Communication
Duration: 1.0 Hour

Course Description

This class will explain what healthy assertiveness is all about, as well as what is it not. Healthy assertiveness is a learned skill and this training will reveal the tools for putting it into practice. We will clarify the difference between passive, aggressive, and assertive behaviors. We will also cover the common roadblocks that can make asserting ourselves difficult, and the importance of selective assertiveness.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Emotional Intelligence
Duration: 1.0 Hour

Course Description

What is emotional intelligence anyway? This workshop will explore the essential skills of emotionally intelligent people. We will discuss how emotional intelligence may impact the degree of success you have at work and in the establishment and maintenance of healthy relationships. Finally, we will explore ways to increase your emotional intelligence, or "EQ."

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Gratitude
Duration: 1.0 Hour

Course Description

Participants will discuss the benefits of intentional gratitude. The opportunity to identify and practice specific techniques will be provided.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Ideal Team Player

Duration: 1.0 Hour

Course Description

This training is for employees at all levels of an organization. Striving to be an ideal team player is one of the best ways to excel in your career and enjoy g to work. Some of the topics included in this training are: how to encourage and support your coworkers, developing and maintaining a positive attitude at work, efficiently managing your time, and how to have fun at work. Come and revive the passion you once had as an employee.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Negativity in the Workplace
Duration: 1.5 Hours

Course Description

This course is offered on the City of Wichita Portal under Training / Training Resources / Professional Skills. This program is in a webinar format addressing the challenge of negativity in the work environment and methods to diminish negative behaviors.

Facilitator

External Provider

Location

Recorded Webinar accessible on Skillport

New Hire Orientation
Duration: 8.0 Hours

Course Description

All new employees that join the City of Wichita will participate in an all-day New Hire Orientation. This event sets the stage for understanding the City of Wichita organizational culture, values, structure, retirement, EMPAC, IT, employee benefit programs and much more.

Facilitator

Betty Schrader, Manager of Learning & Development – Human Resources

Location

City Hall – 10th Floor Training Room

Organizational Skills

Duration: 1.0 Hour

Course Description

Learn how to prioritize using the 80/20 rule, and how to plan effectively, discover the signs of poor organizational management, and avoid a disorganized office.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Panel Interview
Duration: 2.0 Hours

Course Description

Learn tips on how to be an effective interviewer and select the best candidate. Enroll in this course if you are currently serving on interview panels as a refresher or if you would like to serve on a panel in the future.

Facilitator

Susan Leiker – Human Resources

Location

Recorded presentation available in Skillport

City Hall – 10th Floor Training Room

Power of Positivity

Duration: 1.0 Hour

Course Description

At some point in our lives, we will all experience burnout. This course will look at the four definitions of burnout, the different types, and what is at the root of the problem. It will also help you identify burnout indicators, how to put a stop to the cycle, and what to do about burnout on the job - both in yourself and in your coworkers and employees. This presentation will focus on how a positive mindset can alert our experiences to be those of hope and optimism. It outlines some principles set forth by Jon Gordon in his book "The Positive Dog" about how to make a change to our internal narrative that will impact the story of our life.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Preventing Burnout

Duration: 1.0 Hour

Course Description

At some point in our lives, we will all experience burnout. This course will look at the four definitions of burnout, the different types, and what is at the root of the problem. It will also help you identify burnout indicators, how to put a stop to the cycle, and what to do about burnout on the job - both in yourself and in your coworkers and employees.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Preventing Harassment In The Workplace
Duration: 2.0 Hours

Course Description

This online course familiarizes employees with the realities and legal implications of harassment in the workplace. The online course reviews how to identify and eliminate harassment.   This is an annual refresher to be taken once a year.

Facilitator

External Provider Online

Location

Online Course

Project Management Fundamentals

Duration: 4.0 Hours

Course Description

This course focuses on Project Management fundamentals which includes how to implement quality measures, handle project risks, acquire and motivate team members, and communicate effectively.

Facilitator

Denise Peters – City of Wichita

Location

City Hall – 10th Floor Training Room

Request For Proposal

Duration: 2.0 Hours

Course Description

This course has been developed to assist City of Wichita employees in understanding the Request For Proposal process and evaluating proposals.

Facilitator

Finance Department

Location

City Hall – 10th Floor Training Room or via MS Teams

Retirement Planning & EMPOWER Financial
Duration: 2.0 Hours

Course Descriptions

Retirement: Wichita Employees' Retirement System, Plan 3B & Empower Retirement
Duration: 2.0 Hours

The first hour of this course will provide an overview of the City of Wichita Employees' Retirement System. This course is for vested members of Plan 3B.   The Second Hour of this course will provide employees with an overview of the City of Wichita 457(b) Deferred Compensation Plan.

Retirement: Wichita Employees' Retirement System, Plan 2 & Empower Retirement
Duration: 2.0 Hours

The first hour of this course will provide an overview of the City of Wichita Employees' Retirement System, Plan 2. The Second Hour of this course will provide employees with an overview of the City of Wichita 457(b) Deferred Compensation Plan.

Retirement: Wichita Police & Fire (P&F) Retirement System, Plan C & Empower Retirement
Duration: 2.0 Hours

The first hour of this course will provide an overview of the City of Wichita Police and Fire Retirement Plan. The Second Hour of this course will provide employees with an overview of the City of Wichita 457(b) Deferred Compensation Plan.

Facilitators

EMPOWER
Pension Management Staff

Location

City Hall – Finance Department or MS Teams

Stress Management
Duration: 1.0 Hour

Course Description

This seminar will explore the common causes of stress and help participants learn how to identify their own personal stressors and better control the stress in their lives. The class will explore ways to achieve balance, relaxation techniques, and the importance of humor, assertiveness, and flexibility in our everyday lives.

Facilitato

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Valuing Differences In The Workplace
Duration: 1.0 Hour

Course Description

Diversity refers to the variety of differences between people in an organization. It might seem simple, but it can be challenging, as it encompasses age, race, gender, education, ethnicity, personality, cognitive style, tenure, organizational function, and more. This training will cover the advantages to diversity, highlight phrases or behaviors that may be offensive, and show you positive ways to promote diversity within your organization.

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Verbal De-escalation
Duration: 1.0 Hour

Course Description

Having to deal with upset people is, unfortunately, a regular occurrence for some employees. Learn how your reactions can affect the outcome of these difficult encounters.   This course is appropriate for all City employees

Facilitator

External Provider: EMPAC

Location

City Hall – 10th Floor Training Room or virtual via Zoom

Public Administration

Public Administration Fundamentals

This six-part Certificate of Completion series consists of courses focused on understanding Public Administration, instructed by Wichita State University representatives. Increase your knowledge of Public Administration and learn about politics, ethics, organizational behavior, and government issues.

1. What is Public Administration? (3.0 hours)
2. Ethics: What Municipal Employees Need to Know (2.0 hours)
3. Working with the Reality of Politics (2.0 hours)
4. Government and the Local Economy (2.0 hours)
5. Community Engagement (2.0 hours)
6. Collaborative Networks (2.0 hours)

What Is Public Administration?
Duration: 3.0 Hours

Course Description

Part 1 of 6: Public Administration Fundamentals - Certificate of Completion Series

This course provides an overview of the field of Public Administration including management, finance and policy affecting local government. The need for and benefits related to the value of public service careers.

This session can be taken as a single module or as part of the Public Administration Fundamentals Certificate of Completion Program.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Ethics: What Municipal Employees Need To Know
Duration: 2.0 Hours

Course Description

Part 2 of 6: Public Administration Fundamentals - Certificate of Completion Series

This courses explores scenarios involving personal and organizational ethical conduct and its broader impact within organizations. The session outlines ethical guides to decision making by local government employees.

This session can be taken as a single module or as part of the Public Administration Fundamentals Certificate of Completion Program.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Working With the Reality of Politics
Duration: 2.0 Hours

Course Description

Part 3 of 6: Public Administration Fundamentals - Certificate of Completion Series

Focuses on the definition of politics as the framework within which local government employees implement public policy. Introduces approaches used by public service professionals to manage their political challenges.

This course can be taken as a single module or as part of the Public Administration Fundamentals Certificate of Completion Program.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Government and the Local Economy

Duration: 2.0 Hours

Course6Description

Part 4 of 6: Public Administration Fundamentals - Certificate of Completion Series

This course explores decision making processes that reconcile unlimited wants with limited resources. This session examines a deeper understanding of basic economics and the local economy that can be applied to making better decisions and solving problems.

This session can be taken as a single module or as part of the Public Administration Fundamentals Certificate of Completion Program.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Community Engagement

Duration: 2.0 Hours

Course6Description

Part 5 of 6: Public Administration Fundamentals - Certificate of Completion Series

Community participation has become an important tool local governments use to involve citizens in decision-making. This session illuminates the importance of community as it relates to local government and the delicate balance that must be maintained between responsiveness and meeting public needs.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Collaborative Networks
Duration: 2.0 Hours

Course6Description

Part 6 of 6: Public Administration Fundamentals - Certificate of Completion Series

From service delivery to economic development, the work of local government can benefit from participation in a collaborative network. Formal and informal networks depend on cooperation and coordination. How can ties between individuals, departments and units of local government improve service delivery? The session will explore this question in the context of public service.

Facilitator

External Provider: Wichita State University

Location

Presented Via Zoom

Process Improvement

Lean Training – Gemba Academy
Duration: N/A - Online

Course Description

The Raving Fans initiative is focused on improving Customer Service throughout the City of Wichita. Part of strengthening overall Customer Service is to become more efficient or "lean" with our internal processes. The subject of Lean is focused on analyzing our work processes to ultimately decrease costs, decrease work flow time, improve quality and the customer experience.

Gemba Academy is a leading provider of Lean Training. This is a video-based online training designed to introduce participants to methods of improving business processes. City of Wichita employees can access the Gemba Academy site 24/7. Learn at your own pace and develop your lean skills to build process effectiveness and efficiency.

Available 24/7 online at:
- www.gembaacademy.com
- User Name: cityofwichita
- Password: lean

Contact Betty Schrader, Manager, Learning and Development for certificate training details at 316-268-4535 or bschrader@wichita.gov

Lean Basics Certificate (Online Video-Based Program)

By taking the eight video-based courses listed below, you cn earn an Lean Fundamentals Certificate. The video-based modules are designed in "chunks" of time to view in a convenient manner. Learn the foundation of lean and begin identifying and executing improvements in your work area.

1. Introductory Lean (1 hour)
2. GEMBA Glossary (0.5 hours)
3. Lean Lingo Explained (1 hour)
4. 5S Workplace Productivity (1.5 hours)
5. Culture of Kaizen (2 hours)
6. Seven Quality Control Tools (2.5 hours)
7. Practical Problem Solving (2.5 hours)
8. Dealing With 7 Deadly Wastes (1.5 hours)

Leadership Development

- **The Leadership Development Certificate Series of courses was deployed in the Fall of 2016 and is now being offered on an ongoing basis throughout the year to all City employees. Some courses are recorded for access on Skillport.**

- **The preferred target audience for this training are those who have direct reports or those in the talent pipeline to become leads/supervisors/managers.**

- **Contact Betty Schrader, Human Resources for further details at 316-268-4535 or bschrader@wichita.gov**

Leadership Development Certificate Series

Courses are four hours in length. Check Skillport for additional session dates.
Instructor: Betty Schrader, MBA – Manager, Learning and Development

Leadership Essentials Certificate

- Profiles in Genuine Leadership
- Building Trust Under Pressure
- Hallmarks of Supervisory Success
- Addressing Emotions at Work
- Managing Your Priorities
- Generations in the Workplace
- Delegating for Shared Success
- Love 'Em or Lose 'Em

Leadership Communications Certificate

- True Colors: Keys to Personal Success
- Listening in a Hectic World
- Speaking to Influence Others
- True Colors: True Communication

Leadership Needs-Based Coaching Certificate

- Shaping a Motivational Workplace
- Giving Needs-Based Feedback
- Realizing Talent in Others
- Offering Rewards and Recognition

Leadership Accelerating Team Productivity Certificate

- Building Team Pride and Purpose
- Developing Team Agility
- Negotiating Resources for Your Team
- Resolving Conflict Within Your Team

Leadership Performance Management Certificate

- Planning for the Performance Discussions
- Clarifying Performance Expectations
- Correcting Performance Problems
- Conducting Performance Reviews

Leadership Strategy Certificate

- Influencing Outcomes Through Others
- Guiding Collaborative Discussions
- Adapting to Constant Change
- Dilemma Management
- Connecting People to Strategy
- Building Commitment to Results

Leadership Essentials Certificate

Check Skillport For Available Dates And Times

Leadership Essentials Certificate

- ☐ Profiles in Genuine Leadership
- ☐ Building Trust Under Pressure
- ☐ Hallmarks of Supervisory Success
- ☐ Addressing Emotions at Work
- ☐ Managing Your Priorities
- ☐ Generations in the Workplace
- ☐ Delegating for Shared Success
- ☐ Love 'Em or Lose 'Em

Profiles In Genuine Leadership

Duration: 4.0 Hours

Course Description

Leaders need to understand their customers, adapt to changing conditions, and organize to execute solid plans. But today, leaders also need to consider the common good and do their best to promote it. They must offer and execute good ideas and help others do the same.

Today, strong leaders also know how to read the emotions of other people and react in a genuine way. Before anything else, leaders have to look inside and ask, "How might I be contributing to the difficulties that I'm facing?"

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Building Trust Under Pressure
Duration: 4.0 Hours

Course Description

Building Trust Under Pressure: The Basic Principles™ addresses how current business issues affect participants' ability to achieve results and introduces a universal set of guidelines that helps transform individuals into genuine leaders.

Using the Basic Principles as a catalyst for personal and organizational success, the program drives participants to understand how the principles relate to their daily challenges and illustrates how to effectively integrate them

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Hallmarks of Supervisory Success
Duration: 4.0 Hours

Course Description

Making the transition to a new supervisory role is like performing a complex balancing act. Attention is focused in many different directions: grappling with strategy, striving for customer satisfaction, and delivering concrete results.

At one time, organizations simply identified and promoted competent individual contributors. With little or no preparation, these new supervisors learned by trial and error. Now, as more organizations see the central role of effective supervisors, formal preparation is more common. In this module, participants explore and apply three Hallmarks of Supervisory Success to help them assume new responsibilities, improve their ability to supervise the work of others and maintain the necessary balance in their role.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Addressing Emotions At Work

Duration: 4.0 Hours

Course Description

Emotions are as much a part of the workplace as the air we breathe. Happiness, surprise, frustration, anger—they are all there and more. Emotions play a role in the choices we make and actions we take. Directed emotions can motivate, inspire, and add positive intensity to our work.

When strong emotions leave our control, or "run away," our personal productivity and the productivity of others suffers. Key relationships in our network are damaged, making it even harder to maintain necessary focus. Individuals who take the initiative to stay on top of their own emotional reactions and help others to do the same have a positive impact on productivity, relationships, the overall atmosphere of the workplace, and their personal well-being.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Generations In The Workplace

Duration: 4.0 Hours

Course Description

This course exposes common age-related stereotypes and develops practices that promotes collaboration across generation groups.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Managing Your Priorities
Duration: 4.0 Hours

Course Description

Rapid change, flatter organizational structures, and cross-functional duties mean that employees today must assume greater responsibility for managing their own tasks. To do that successfully, they need to be able to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others.

The activities in this module provide the awareness and skills participants need to make better decisions about their daily work. Participants learn techniques that help them deal with complex interpersonal interactions, build strong work relationships, and increase their overall productivity, even in an environment where changing priorities are a daily reality.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Delegating For Shared Success

Duration: 4.0 Hours

Course Description

Delegating tasks and projects is a signature supervisory skill—the link between supervisors, employees, and shared success. Poor delegation hurts productivity by frustrating employees, in effect setting them up for failure. Thoughtful delegation focuses employees' capabilities and builds their confidence, not to mention their respect for their supervisor.

This module will teach participants to delegate efficiently, so they can turn their attention to other key aspects of their supervisory role, such as planning, removing performance barriers, and making process improvements.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Love 'Em Or Lose 'Em
Duration: 4.0 Hours

Course Description

This program, *Love 'Em or Lose 'Em*, is designed to increase the awareness of the important role managers play in retaining and engaging their employees. Employee retention skills are essential for the ultimate success of the organization. These important skills can lead to greater employee job satisfaction, which will greatly enhance City of Wichita productivity in challenging economic times.

Facilitator

Betty Schrader, MBA – Manager, Learning and Development, HR

Location

City Hall – 10th Floor Training Room

Leadership Communications Certificate

Check Skillport For Available Dates And Times

Leadership Communications Certificate

☐ True Colors: Keys to Personal Success
☐ Listening in a Hectic World
☐ Speaking to Influence Others
☐ True Colors: True Communication

True Colors: Keys to Personal Success
Duration: 4.0 Hours

Course Description

This interactive seminar is designed to support a leader's need for self-awareness. Through the use of a personality assessment, participants learn about their dominant traits and how to interact effectively with those of other personality types.

This course is also offered within the Raving Fans BASIC and ADVANCED certificate programs. This is the same course and counts towards the Leadership Communication certificate.

Facilitator

Betty Schrader, Manager of Learning & Development – HR
Certified True Colors Facilitator

Location

City Hall – 10th Floor Training Room

Listening In a Hectic World
Duration: 4.0 Hours

Course Description

This course helps participants focus their workplace listening time and attention, so they can accomplish their work objectives and maintain constructive relationships with others.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Speaking To Influence Others
Duration: 4.0 Hours

Course Description

Speaking clearly, concisely, and convincingly is especially important in today's fast-paced work environment, where people are continually bombarded with competing requests for their attention. This course shows how to organize and deliver ideas to get results in such an environment.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

True Colors: True Communication
 Duration: 4.0 Hours

Course Description

Prerequisite: True Colors: Keys to Personal Success

This is an advanced application of the True Colors program. Everyone agrees that communication is a key factor for success in any environment where two or more people are interacting. True Colors can be used as a guide to the choice of words and presentation techniques that will help to make the communication process easier and more effective. Individuals can be trained to speak and respond in ways which best fit the needs of each of the personality types being addressed. In True Communication, you will learn how to improve personal performance through effective communication.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified True Colors: True Communication Facilitator

Location

City Hall – 10th Floor Training Room

Leadership Needs-Based Coaching Certificate

Check Skillport For Available Dates And Times

> ### Leadership Needs-Based Coaching Certificate
>
> - ☐ Shaping a Motivational Workplace
> - ☐ Giving Needs-Based Feedback
> - ☐ Realizing Talent in Others
> - ☐ Offering Rewards and Recognition

Shaping a Motivational Workplace

Duration: 4.0 Hours

Course Description

In *Shaping a Motivational Workplace*, leaders learn to create an environment that inspires superior performance by helping employees satisfy their basic psychological needs.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Shaping a Motivational Workplace™

Offering Rewards and Recognition™

INTERNAL MOTIVATION

Giving Needs-Based Feedback™

Realizing Talent in Others™

Giving Needs-Based Feedback
Duration: 4.0 Hours

Course Description

While a leader's every action affects motivation, few conversations are as vital as giving feedback to align an employee's actions with group and organizational needs. In this module, leaders learn to give feedback that supports employees' internal motivation to deliver organizational results.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Realizing Talent in Others

Duration: 4.0 Hours

Course Description

Employees have latent talents and existing skills we often fail to leverage. Turning these talents into capabilities by developing others to their fullest potential is a leader's most important work – and a requirement for long-term organizational success. In this module leaders learn a collaborative process and skills to develop capabilities in others that meet the motivational needs of each individual and match the need of the organization to optimize results.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Offering Rewards And Recognition
Duration: 4.0 Hours

Course Description

Provides participants with skills for recognizing and reinforcing the behaviors that support and lead to the right results.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Leadership Accelerating Team Productivity Certificate

Check Skillport For Available Dates And Times

Leadership Accelerating Team Productivity Certificate

☐   Building Team Pride and Purpose
☐   Developing Team Agility
☐   Negotiating Resources for Your Team
☐   Resolving Conflict Within Your Team

Building Team Pride and Purpose

Duration: 4.0 Hours

Course Description

This course helps participants explore ways to unleash the power of pride and purpose in their teams. When team members feel pride in what they do and have a clear sense of purpose, they begin to anticipate success. This anticipation becomes a powerful motivator to deliver better results.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Developing Team Agility: Day-To-Day Tools
Duration: 4.0 Hours

Course Description

In today's fast-paced environment, teams are called upon to adapt to changing conditions quickly and smoothly. Adept leaders consciously develop team agility in three important areas:

Focus: Leaders focus effort by continually clarifying how the team will work together as a cohesive unit.

Learning: Leaders provide opportunities for team members to quickly gain new skills and knowledge, and facilitate the application of lessons learned to new challenges.

Information: Leaders increase adaptability by keeping team members informed of outside events and decisions that impact the team's work.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Negotiating Resources For Your Team
Duration: 4.0 Hours

Course Description

To accelerate productivity, teams need a steady flow of the right resources at the right time.

Negotiating skills play an increasingly important role in securing the resources a team needs to maintain its momentum toward aggressive goals. This module provides team leaders with negotiation skills that can help them secure resources for their teams.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

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Resolving Conflict Within Your Team
Duration: 4.0 Hours

Course Description

When individuals work together, differences will occur—in opinions, work styles, personalities, and so on. These differences often lead to conflict. Effective leaders understand the impact conflict can have on a team and put processes in place for dealing with it, either by intervening directly or by helping team members resolve conflicts on their own. This module provides skills for resolving conflicts that hinder team productivity.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Leadership Performance Management Certificate

Check Skillport For Available Dates And Times

Leadership Performance Management Certificate

- ☐ Planning for the Performance Discussions
- ☐ Clarifying Performance Expectations
- ☐ Correcting Performance Problems
- ☐ Conducting Performance Reviews

Planning For Performance Discussions
Duration: 4.0 Hours

Course Description

The purpose of this module is to help participants prepare for performance-related discussions with employees that lead to increased productivity, collaboration, and achievement of critical goals.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Clarifying Performance Expectations
Duration: 4.0 Hours

Course Description

The ability to set—and reset—performance expectations swiftly and in a straightforward manner are critical skills for all performance leaders. This module provides a process for handling conversations about work expectations in a way that reduces ambiguity, increases trust and strengthens the working relationship between manager and employee.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Correcting Performance Problems
Duration: 4.0 Hours

Course Description

The pressure for speed, productivity, and bottom-line results has never weighed more heavily on organizations than now. Leaders must ensure that everyone takes responsibility for performing his or her job as effectively as possible. Employees need training and coaching so they can manage their own performance. When these approaches aren't enough, leaders need to step in and take prompt and decisive action.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Conducting Performance Reviews
Duration: 4.0 Hours

Course Description

This course presents a collaborative approach to the formal performance review. Participants learn how to prepare employees for a review, how to manage expectations during the session, and how to create an atmosphere that encourages openness about concerns and plans for the future.

Facilitator

Betty Schrader, MBA – Manager of Learning and Development, HR
Certified AchieveForum Facilitator

Location

City Hall – 10th Floor Training Room

Leadership Strategy Certificate

Check Skillport For Available Dates And Times

Leadership Strategy Certificate

- ☐ Influencing Outcomes Through Others
- ☐ Guiding Collaborative Discussions
- ☐ Adapting to Constant Change
- ☐ Dilemma Management
- ☐ Connecting People to Strategy
- ☐ Building Commitment to Results

Influencing Outcomes Through Others

Duration: 2.0 Hours

Course Description

You will learn to prepare, deliver, and discuss ideas, proposals, and requests to support business outcomes.

Facilitator

AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

Guiding Collaborative Discussions

Duration: 2.0 Hours

Course Description

You will learn an easy-to-use framework and a set of valuable techniques for conducting collaborative, productive discussions of any type.

Facilitator

AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

Adapting to Constant Change

Duration: 2.0 Hours

Course Description

Techniques for building your adaptability.

Facilitator

AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

Dilemma Management

Duration: 2.0 Hours

Course Description

You will learn to apply a focused, collaborative approach for analyzing complex business issues where there is no "right" answer or "best" solution, but rather two opposing positions or points of view, each with distinct advantages and disadvantages.

Facilitator

AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

Connecting People to Strategy
Duration: 1.5 Hours

Course Description

Learn and apply skills for bridging strategy and operations through connecting people to strategy.

Facilitator

AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

Building Commitment to Results

Duration: 2.0 Hours

Course Description

You will learn to engage and empower your employees to succeed through supporting their basic motivational needs.

Facilitator
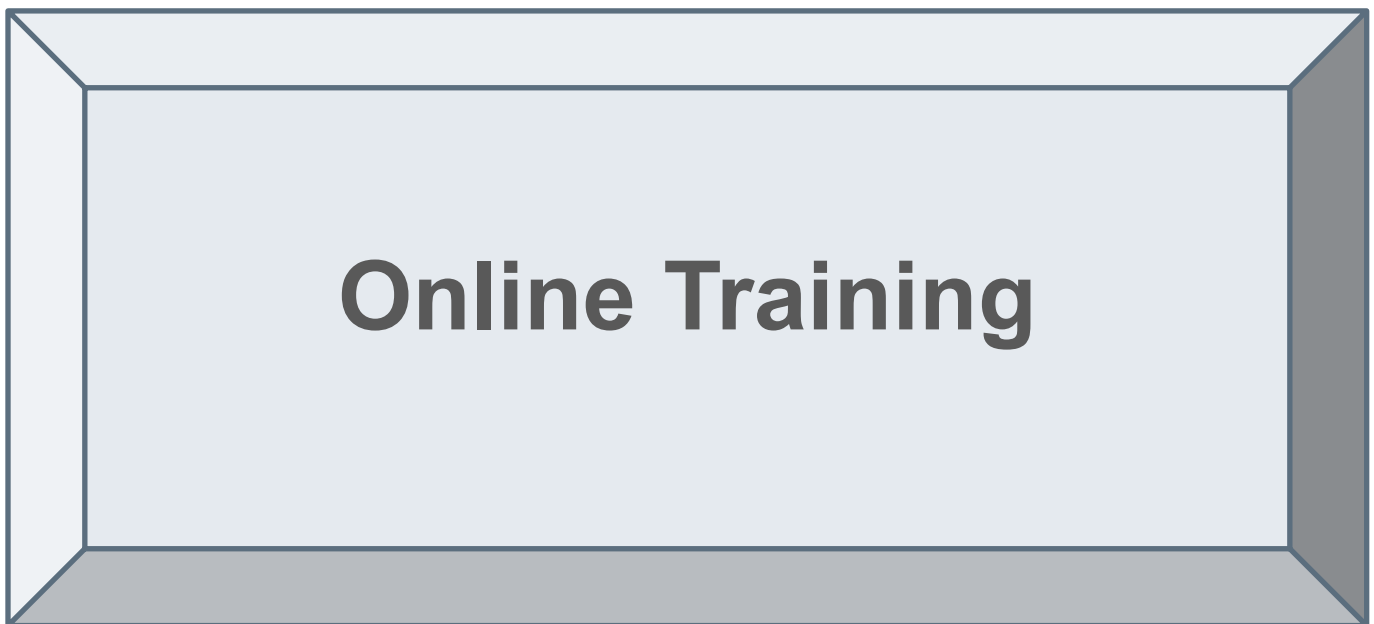
AchieveForum Facilitator

Location

Online via AchieveForum recorded event – link available via Skillport

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Clicking on the Skillport Tile.

For Access On Any Computer, Go to www.wichitatraining.skillport.com

Online Training

125 Video-based Online Courses available within Skillport.

	2020 City University Online Training	
	Course Titles	Duration
	360 Degree Relationships	
1	**Cultivating Relationships with Your Peers**	**0.35**
2	**Building Your Professional Network**	**0.38**
3	**Building Rapport with Your Boss**	**0.50**
	Accounting for Non-Financial Professionals	
4	**Basic Accounting Concepts for Non-financial Professionals**	**0.50**
5	**Basic Budgeting for Non-financial Professionals**	**0.47**
	Achieving Emotional Intelligence	
6	**Navigating Your Own Emotions**	**0.48**
7	**Navigating Other People's Emotions**	**0.42**
8	**Navigating the Workplace with Emotional Intelligence**	**0.43**
	Achieving Success through Delegation	
9	**Choosing and Preparing Your Delegate**	**0.48**
10	**Getting What You Expect from Your Delegate**	**0.42**
11	**Taking Your Team to the Next Level with Delegation**	**0.35**
	Administrative Support: Secrets to Success	
12	**Administrative Support: Developing Your Essential Skills**	**0.43**
13	**Administrative Support: Working in Partnership with Your Boss**	**0.30**
14	**Administrative Support: Interacting Effectively with Colleagues**	**0.32**
15	**Administrative Support: Projecting a Positive Professional Image**	**0.32**
	Business Acumen Essentials	
16	**Developing Your Business Acumen**	**0.35**
	Coaching to Drive Success	
17	**Coaching Techniques That Inspire Coachees to Action**	**0.42**
18	**Keeping Your Coachee Committed and Accountable**	**0.35**
	Communicating Tactfully and Diplomatically	
19	**Acting with Diplomacy and Tact**	**0.60**
20	**Navigating Challenging Situations with Diplomacy and Tact**	**0.50**
	Creating a Positive Atmosphere	
21	**Positive Atmosphere: Establishing an Engaged Workforce**	**0.38**
22	**Positive Atmosphere: Establishing a Positive Work Environment**	**0.43**
23	**Positive Atmosphere: How Organizational Learning Drives Positive Change**	**0.42**
	Creativity in the Workplace	
24	**Unleashing Personal and Team Creativity**	**0.50**
25	**Verifying and Building on Creative Ideas**	**0.38**

	Cross-Cultural Communication	
26	**How Culture Impacts Communication**	**0.50**
27	**Using Communication Strategies to Bridge Cultural Divides**	**0.50**
	Dealing with Setbacks	
28	**Learning from Failure**	**0.32**
	Dealing with Workplace Conflict	
29	**The Many Approaches to Facing Workplace Conflict**	**0.50**
30	**Facing and Resolving Conflict in the Workplace**	**0.50**
	Developing Effective Negotiation Skills	
31	**The First Steps in Negotiating**	**0.40**
32	**Negotiating the Best Solution**	**0.48**
	Developing Your Critical Thinking Skills	
33	**Confronting Your Assumptions**	**0.40**
34	**Investigating Arguments**	**0.45**
35	**Reaching Sound Conclusions**	**0.35**
	Developing Your Listening Skills	
36	**Listening Even When it's Difficult to Listen**	**0.53**
37	**Using Active Listening in Workplace Situations**	**0.57**
	Discovering Your Strengths	
38	**Uncovering and Utilizing Your Talents and Skills**	**0.32**
	Effective Business Meetings	
39	**Planning Meetings Fit for Purpose**	**0.33**
40	**Running Meetings in Better Directions**	**0.33**
	Effective Business Writing	
41	**Audience and Purpose in Business Writing**	**0.48**
42	**Clarity and Conciseness in Business Writing**	**0.52**
43	**Editing and Proofreading Business Documents**	**0.50**
	Effectve Communication	
44	**Communicating with Confidence**	**0.30**
	Effective Hiring Practices	
45	**Conducting an Effective Hiring Interview**	**0.25**
	Empowering Employees	
46	**Taking Action to Empower Employees**	**0.28**
	Facing Problems and Making Decisions	
47	**Getting to the Root of a Problem**	**0.45**
48	**Defining Alternative Solutions to a Problem**	**0.40**
49	**Choosing and Using the Best Solution**	**0.42**

	First Time Manager Essentials	
50	**The Reality of Being a First-time Manager**	**0.43**
51	**Facing Challenges as a First-time Manager**	**0.32**
	Getting Results through Personal Power	
52	**Personal Power and Credibility**	**0.40**
53	**Building Personal Power through Influence**	**0.50**
54	**Influence Others with Political Savvy**	**0.37**
	Improving Leadership Skills	
55	**Becoming an Inspirational Leader**	**0.50**
56	**Assessing Your Own Leadership Performance**	**0.42**
	Improving Your Memory	
57	**Improving Your Memory Skills**	**0.35**
	Improving Your Reading Speed	
58	**Improving Your Reading Speed and Comprehension**	**0.33**
	Leveraging Team Leadership Skills	
59	**Building the Foundation for an Effective Team**	**0.48**
60	**Developing a Successful Team**	**0.50**
61	**Encouraging Team Communication and Collaboration**	**0.50**
62	**Handling Team Conflict**	**0.50**
63	**Leading a Cross-functional Team**	**0.53**
	Making the Most of Your Presentations	
64	**Planning an Effective Presentation**	**0.48**
65	**Building Your Presentation**	**0.50**
66	**Ensuring Successful Presentation Delivery**	**0.52**
	Managing and Controlling Anger	
67	**The Essentials for Anger Management**	**0.43**
	Managing Employee Performance	
68	**Keeping Top Performers Challenged**	**0.32**
69	**Planning an Effective Performance Appraisal**	**0.33**
70	**Creating a Plan for Performance Management**	**0.38**
71	**Detecting and Dealing with Performance Problems**	**0.43**
	Managing in Difficult Times	
72	**Being an Effective Manager When Times Are Tough**	**0.37**
73	**Managing Motivation during Organizational Change**	**0.37**
74	**How to Manage Difficult Conversations**	**0.48**

	Managing Your Career	
75	Developing Your Career	0.25
76	Developing a Plan to Further Your Career	0.47
77	Getting Your Career on the Right Track	0.48
	Mentor Relationships	
78	Finding and Nurturing a Mentor Relationship	0.30
	Navigating through Organizational Change	
79	Organizations Change So Get Ready	0.50
80	Redefining Yourself after Organizational Change	0.48
	Note-taking Skills	
81	Taking Effective and Professional Notes	0.30
	Optimizing Performance on a Team	
82	Being an Effective Team Member	0.50
83	Strategies for Building a Cohesive Team	0.48
84	Effective Team Communication	0.52
85	Establishing Team Goals & Responsibilities, and Using Feedback Effectively	0.50
	Overcoming Procrastination	
86	Procrastination: Admitting it is the First Step	0.33
87	Beating Procrastination by Boosting Your Creativity and Drive	0.32
	Performing Under Pressure	
88	Managing Pressure and Stress to Optimize Your Performance	0.43
	Perseverance at Work	
89	Forging Ahead with Perseverance and Resilience	0.50
90	Reaching Goals Using Perseverance and Resilience	0.45
	Polishing Your Professional Edge	
91	Becoming an Accountable Professional	0.50
92	Becoming Your Own Best Boss	0.48
93	Becoming More Professional through Business Etiquette	0.28
94	Developing a Personal Accountability Framework	0.40
	Practical Grammar for Business Writing	
95	Using the Parts of Speech	0.52
96	Getting the Details Right: Spelling Basics	0.48
97	Abbreviating, Capitalizing, and Using Numbers	0.55
98	Using Punctuation Marks	0.50
99	Creating Well-constructed Sentences	0.60
100	Troublesome Words and Phrases: Common Usage Mistakes in Writing	0.48

		Project Management (PMBOK® Guide Sixth Edition)	
	101	Project Management Introduction (PMBOK® Sixth Edition)	1.05
	102	Project Fundamentals (PMBOK® Guide Sixth Edition)	0.85
	103	The Process Groups (PMBOK® Guide Sixth Edition)	1.22
		Skills for Communication Success	
	104	The Art and Science of Communication	0.35
	105	Making an Impact with Non-verbal Communication	0.38
	106	Trust Building through Effective Communication	0.42
	107	Choosing the Right Interpersonal Communication Method Make Your Point	0.50
		The Art of Feedback	
	108	Polishing Your Feedback Skills	0.57
	109	Gaining a Positive Perspective on Feedback	0.50
		Thinking Strategically and Managing Risk	
	110	Thinking Strategically as a Manager	0.47
	111	Using Strategic Thinking to Consider the Big Picture	0.52
	112	Identifying Risks in Your Organization	0.48
	113	Assessing Your Organization's Risks	0.48
	114	Responding Effectively to Risks	0.45
		Time Management	
	115	Aligning Goals and Priorities to Manage Time	0.42
	116	Make the Time You Need: Get Organized	0.47
	117	The Art of Staying Focused	0.50
		Using E-mail Effectively in the Workplace	
	118	Writing Effective E-mails and Instant Messages	0.47
	119	Sending E-mails to the Right People	0.48
	120	Organizing Your E-mail	0.47
		Working with Difficult People	
	121	Difficult People: Why They Act That Way and How to Deal with Them	0.52
	122	Difficult People: Can't Change Them, so Change Yourself	0.52
	123	Difficult People: Strategies to Keep Everyone Working Together	0.52
		Writing a Business Case	
	124	Developing an Effective Business Case	0.50
		Writing Skills for Technical Professionals	
	125	Improving Your Technical Writing Skills	0.37

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